

Optum



Here4TN

Support For Your Life



Behavioral Health Member ID Card



Behavioral health benefits

Name

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Member ID

XXXXXXXXXX

Group ID

15296

For deductible and out-of-pocket information (which are combined with medical amounts) see your medical ID card.

Member support:

Call for additional support and resources for any behavioral health need, including benefits, treatment and provider options. A specialist is available to assist you 24/7.

855-Here4TN
(855-437-3486)

Claim submissions:

Optum
P.O. Box 30760
Salt Lake City, UT 84130-0760

Printed XX/XX/XXXX

Substance use helpline:

For help with alcohol and drug addiction, please call this confidential number. Our specialized licensed clinicians are available 24/7 to talk with you immediately to guide and support you on your road to recovery.

855-Here4TN
(855-437-3486)

Here4TN.com

Go online for more resources, including helpful articles and a provider search.

Prior authorization is required for some services. Call Here4TN for more info. Do not call these numbers in an emergency or urgent care situation. Call 911 (or 988 for Suicide & Crisis Hotline) or go to the nearest emergency room. 222436-082022

Substance Use Disorder (SUD) Treatment: Benefit Enhancement

- **Better outcomes:** SUD preferred facilities show exceptional treatment outcomes over other treatment programs.
- **Personalized treatment:** Clinicians with experience and expertise to personalize treatment for you, meeting the highest standards to ensure the best possible care.
- **Lowest cost:**
 - For PPO members, the **plan pays 100 percent*** of eligible facility treatment expenses to include waiving the deductible and co-insurance.
 - For CDHP members, coinsurance will be waived after the deductible has been met.

*where preferred network services are provided

Here4TN: Employee Assistance Program

Confidential support is available:

- 5 EAP visits per year, per issue, per individual
- Dedicated line for TN members to access for help
- First Call Provider Search
- Access to Here4TN.com
- Virtual Visits
- Talkspace
- Sanvello
- Legal, Mediation and Financial Services
- WorkLife Services
- Take Charge At Work
- Optum Assist Mobile App

Benefits

- 24/7/365 access to Employee Assistance Specialists
- Unlimited telephonic solution-focused consultation, support, and educational resources
- Personalized referrals to network clinicians
- Referrals to community resources
- Seamless coordination with behavioral health services

How Can Employees Contact Here4TN?



Call us anytime:

1-855-Here4TN



Visit:

Here4TN.com

24/7/365 Toll-Free Line

855-Here4TN

To connect with your
dedicated Optum team

Employees call **master's-level employee assistance specialists** for unlimited consultations, risk screening, advocacy, referrals and educational materials.

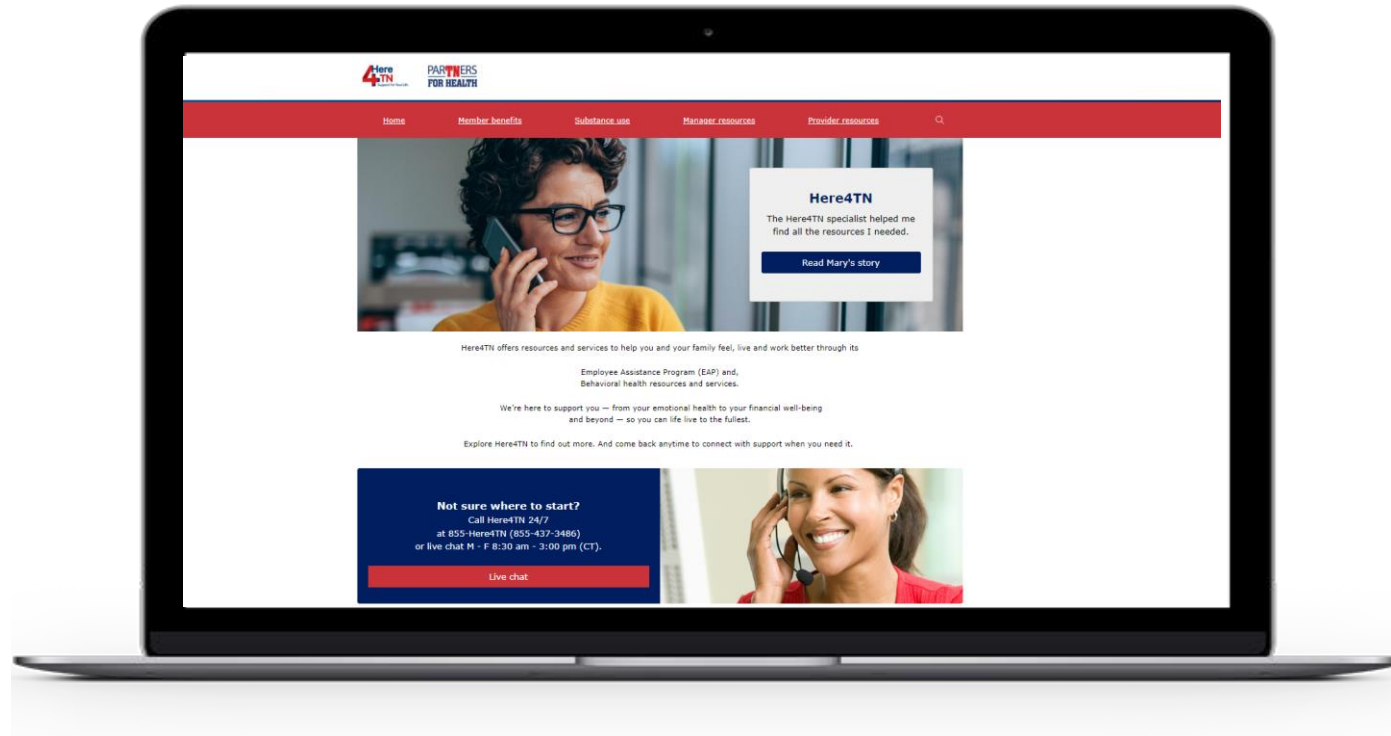
Five no-cost, short-term counseling visits per issue, per person, per year.



First Call Provider Search



To support Here4TN members quickly and efficiently finding an available provider, the dedicated Optum team will proactively offer to conduct a provider search on the member's behalf. Based on the member's specific preferences, availability and presenting issue, Optum will work to identify an appropriate provider with appointment availability.



Counseling Services

Online Support and
Self-Help Tools

Newsletters and Articles

Manager Resources

Virtual Resources

Face-to-face counseling & Virtual visits	Sanvello	Talkspace
<p>Certified EAP clinicians provide visits for employees in person or via a secure, video-based platform in real-time — available in every state. Virtual visits are scheduled online.</p>	<p>Sanvello is a self-help app that empowers individuals to engage with activities to improve their mental health from the convenience of their mobile device anytime, anywhere — helping relieve symptoms and build life skills that can reduce potential high-cost interventions in the future.</p>	<p>Talkspace gives members the option to communicate with a licensed, master-level or higher provider via text, voice or video message from their smartphone or desktop. Talkspace is available for both EAP and Behavioral Health visits.</p>

Legal counseling and mediation services



Members receive a **free, 60-minute consultation per separate legal issue** on the phone or in person with an attorney or mediator in their state—part of a national network **of more than 28,000 attorneys and mediators.**

Ongoing counsel is available at a **25% discount.**

Financial counseling and coaching

Members can access:

- Online Financial Stress Assessments
- Self-guided Learning Modules
- Financial Calculators
- Learning Library



Members have access to two – 30-minute calls with a Money Coach per issue, per year. Money Coaches are financial professionals who can help the member focus on their financial concerns.





WorkLife Solutions

Adult/Eldercare

financial planning | retirement planning | legal services | housing assistance | support services
respite care | insurance information | transportation | Medicare/Medicaid support | long-distance caregiving

Child/Parenting

childcare | parenting support | child development experts | special needs support | domestic relocation
help for teens | pregnancy services | childbirth/nursing professionals | camps | family activities | adoption support
grand parenting assistance | pet services | help for non-traditional families | communication training

Chronic Condition Support

aids to daily living | medical suppliers | food/nutrition assistance | self-care tools | travel assistance
social services | home healthcare | mail order pharmacies | medical alert systems | special housing
help with work issues | assistive technology

Life Learning

school issues | special education resources | college selection | lectures | financial aid assistance
online learning | alternative education programs | community education programs | career consulting
adult education classes | enrichment classes | music, dance, art and craft classes

Convenience Services

household needs | personal issues | recreational activities | shopping | entertainment | dining nightlife options
education | health and wellness

Take Charge at Work

Take Charge at Work is a confidential program designed to help working adults recognize and manage symptoms of stress and depression. Call 855-Here4TN (437-3486) with questions or to enroll.

Step 1	Step 2	Step 3
Answer a quick assessment with a Here4TN specialist.	Once enrolled members will have access to a program workbook and will work through each chapter at a pace that's right for them.	Together with a coach, members will create a personal plan so they can get work-life balance back and start enjoying life again.

State of TN is offering TCAW participants an incentive* of \$150 to complete the TCAW Engagement Activity.
Engagement Activity (session one) is defined by completion of the first coaching session.
Incentive tracked through ActiveHealth Management.

*The TCAW incentive is offered to eligible state and higher ed. active members enrolled in the health plan only.
Members can participate in Take Charge at Work as many times as needed, however, members are only eligible to earn the incentive once per plan year.



Training Services

50+ programs addressing workplace challenges in health, performance and talent development.

- Trainings are conducted by a network of 1,650 experienced training professionals.
- Workshops and seminars use adult-learning strategies, including individual and group exercises and facilitated discussions.
- In-person or webcast training is available.
- A dedicated team of training specialists helps with course selection based on your priorities and needs.

Sample of topics and categories offered:

- How to Improve Communication
- How to Better Manage Stress
- Maintaining Balance in Life
- Five Steps to Eating Healthier
- Understand and Embrace Diversity
- Positive Parenting

Management Consultation Services



As much as they need to, managers can consult with EAP specialists and licensed management consultants on any workplace issue, including management referrals.



Critical Incident Response Services (CIRS)

We mobilize comprehensive responses to crisis wherever your employees are.

- Specialized critical incident intake team is available by phone 24/7.
- An Optum EAP counselor manages the immediate response by phone.
- Interventions may include on-site support for employees, generally within 24-72 hours of the event, and can last as long as needed.
- Managers receive on-site counseling and how to provide ongoing support to employees.
- We can also assist in disaster-preparedness planning.

Optum Assist mobile app

Access Code: Here4TN

Employees can use the Optum Assist app to:



Explore their benefits

Learn about their Employee Assistance Program (EAP) benefits and access resources



Find and schedule provider visits

Request authorizations, find an EAP provider, schedule an appointment and access no-cost counseling sessions



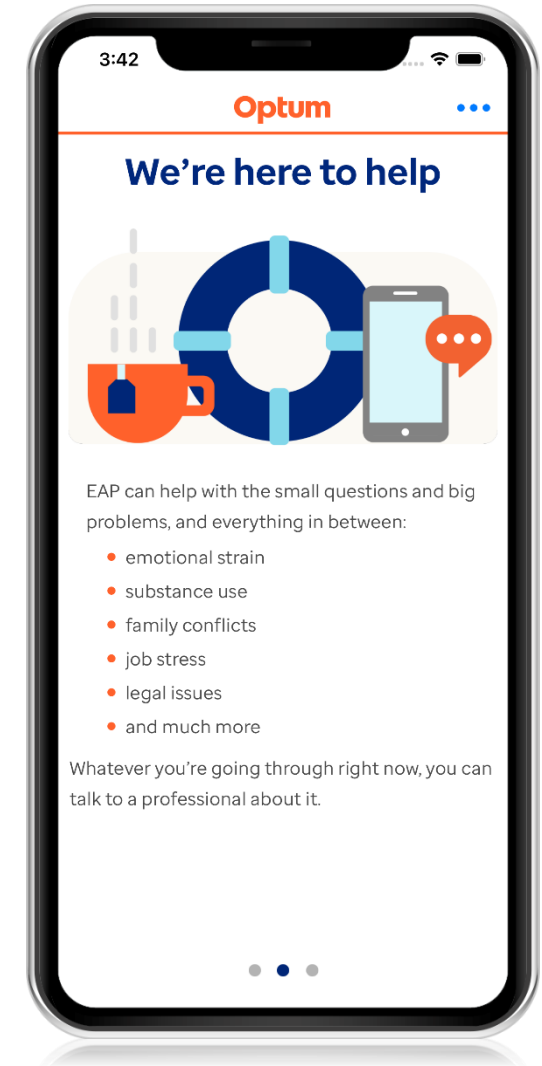
Access emotional support

Talk with a master's-level EAP specialist, available 24/7



Browse self-care tools and content

Access videos and articles about anxiety, caregiving, parenting, relationships, depression and more



Questions?

Thanks for your time!